

# Victor Mitra

Salesforce Developer(Lightning/LWC)-seeking work in Einstein Analytics/Chat Bot implementations.

Software Engineer having 3.5+ years of experience in Salesforce, who is comfortable working independently and as part of the team. Equipped to work in latest technologies and Salesforce release features



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Bengaluru, India

## WORK EXPERIENCE

### Senior Software Engineer Mindtree Limited

05/2019 – 04/2020

Bangaluru,India

Achievements/Tasks

- Setting up community portal from scratch.
- Configuring Moderation, Content Management,Gramification,administration,Topic management,Latest News,Recent Feed Posts for 6 communities.
- Configuring/customizing login module to communities,setting up single-sign on,LWA.
- Leveraging standard out-of-box functionality with minimum use of customization.
- Used LWC in customizing tables,retrieving data and displays.

### Salesforce Developer Navigators Software

07/2018 – 03/2019

Kolkata,India

Achievements/Tasks

- Automate and Customize Opportunity Sales Stage Lifecycle using Lightning components.
- Authored 15+Triggers/automated processes,formulated 15+ Process Builders/workflows to customize lead submission form, adhering to common trigger best practices and governor limits.
- Customizing Salesforce 1 mobile application to comply with Business needs(configuring/customizing quick action).
- Integration expertise on REST API.
- Interacted with client on a day to day basis to provide update, fixed bugs, and implemented change requests in a timely manner to help in seamless delivery.

### Software Engineer Simpsoft Solutions Pvt. Ltd.

07/2016 – 07/2018

kolkata,India

Achievements/Tasks

- Developed and worked on Scripts/ Batch Classes/Schedulers to assist in post Sandbox refresh activities.
- Worked on responsive designing of application and enhancing UI.
- Designed and Configured-Custom Tabs,Objects,Record Types,Picklists,Dependent Picklists,validation Rules.
- Authored 40+ Knowledge Articles and resolved 300+ tickets abiding the SLA date to ensure customer satisfaction.

## EDUCATION

### Graduation

Guru Nanak Institute of Technology

08/2011 – 07/2015

Kolkata,India

Bachelor of Technology

- Information technology

## SKILLS/TECHNOLOGIES/TOOLS

Lightning Design System



Salesforce DX/LWC/Visual Studio



Community Cloud



Integration



Deployment



Einstein Analytics



## PERSONAL PROJECTS

### 1)Salesforce Dialogflow Chatbot implementation

- Integration between Salesforce and Dialogflow with Node.js as middleware to implement seamless communication between human and AI assistant
- UI designed in Lightning Design System with Node.js as the server and hosted on Heroku
- Automating simple ,repetitive day to day tasks to increase efficiency,through passing data to and fro using REST API ,middleware and AI chatbot.

### 2)Feedback form using LWC

- Customized Feedback form implementation using parent-child template
- Parent to child,child to parent data passing using events.
- PUB-SUB model implementation to pass data between non-connected components.
- LWC accordion implementation to display Feedbacks.

### 3)Comprehensive hands-on in Datasets, Dataflow Builder,SAQL,Transformations,Charts,Bindings,XMD,JSON.

## CERTIFICATES

1)Einstein Analytics and Discovery Consultant (02/2020)

2)Sales Cloud Consultant Certification (02/2020)

3)Salesforce Community Cloud Consultant (12/2019)

4)Salesforce Administrator (ADM-201) (09/2019)

5)Salesforce Platform Developer 1 (06/2019)

## NEW TOOLS/MODELS WORKED ON

Python

Einstein Analytics

LWC

Visual Studio Code

Lightning Flow

Javascript ES6

Angular JS

Flosum

Git

DBamp